SRCCRO003B: Apply point of sale handling procedures in a recreation setting

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| Description  This unit has been developed for the Community Recreation Industry Training Package and covers the knowledge and skills required to handle transactions at the point of sale area and reconcile takings. It encompasses procedures for use of point of sale equipment and for completing a sales transaction in a recreation setting.  Unit Sector  Community recreation operations  Performance criteria   |  |  |  |  | | --- | --- | --- | --- | | **Element** | |  | **Performance criteria** | | 1. | Prepare for point of sale transactions |  | |  |  | | --- | --- | | 1.1 | Open and close ***point of sale*** according to ***organisation policies and procedures*** | | 1.2 | Maintain supplies of change at ***point of sale*** according to ***organisation policies and procedures*** | | 1.3 | Maintain adequate supplies of dockets, vouchers and ***point of sale*** documents | | | 2. | Perform point of sale transactions |  | |  |  | | --- | --- | | 2.1 | Complete ***point of sale*** transactions according to ***organisation policy*** | | 2.2 | Identify and apply ***organisation policies and procedures*** in respect of ***point of sale*** transactions, eg, EFTPOS, credit cards, cheques, lay-by and gift vouchers | | 2.3 | Handle cash according to organisation security procedure | | 2.4 | Identify and apply ***organisation policies and procedures*** in regard to discounts, exchanges and refunds | | 2.5 | Operate ***point of sale*** equipment, ***register/terminal*** according to design specifications | | 2.6 | Enter information into ***point of sale*** equipment accurately | | 2.7 | State price/total/amount of cash received verbally to ***client*** | | 2.8 | Tender correct change | | 2.9 | Complete records for transaction errors according to ***organisation policies and procedures*** | | | 3. | Complete point of sale transactions |  | |  |  | | --- | --- | | 3.1 | Complete accurate ***client*** receipts | | 3.2 | Process sales transactions without undue delay | | 3.3 | Remove cash and non-cash documents from ***point of sale*** and transport according to ***organisation policies and procedures*** regarding security | | 3.4 | Separate cash float from takings prior to balancing procedure and secure according to ***organisation policies and procedures*** | | | 4. | Reconcile takings |  | |  |  | | --- | --- | | 4.1 | Accurately count cash | | 4.2 | Calculate accurately ***non-cash transaction*** documents | | 4.3 | Determine accurately balance between ***point of sale*** reading and sum of cash and non-cash transactions | | 4.4 | Record accurately records for point of sale takings and according to ***organisation policies and procedures*** and ***work environments*** | |   Key competencies  These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Key Competency** |  | **Example of Application** |  | **Performance Level** | | Communicating ideas and information |  |  |  | 1 | | Collecting analysing and organising information |  |  |  | 1 | | Planning and organising activities |  |  |  | 1 | | Working with others and in teams |  |  |  | 1 | | Using mathematical ideas and techniques |  |  |  | 1 | | Solving problems |  |  |  | 1 | | Using technology |  |  |  | 1 |   Range statement  The Range Statements provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. The Range Statements relate to the unit as a whole and helps facilitate holistic assessment. In addition, the following variables may be present for this particular unit of competency:   |  |  |  | | --- | --- | --- | |  |  |  | | Client |  | * adults * children * school or youth groups * members * general public * groups from diverse cultural and linguistic backgrounds * clients with specific requirements | | Organisation policies and procedures |  | * client service * allocated duties/responsibilities * processing information * operation of equipment used at point of sale * point of sale procedures   + point of sale transactions   + operation of point of sale equipment   + processing information   + cash float   + sales transactions   + security procedures   + register/terminal procedures * cash and non-cash handling procedures   + opening and closing of point of sale   + clearance of terminal and transference of tender   + maintenance of cash float   + change required and denominations of change   + tendering of change   + counting cash   + calculating non-cash documents   + balancing point of sale terminal   + recording takings   + processing cash and non-cash transactions   + security of cash and non-cash transactions | | Point of sale |  | * equipment   + manual   + electronic   + registers   + numerical display boards   + calculators   + scanners * transactions   + EFTPOS   + credit cards   + cheques/travellers cheques   + smart cards   + lay-by   + credits and returns   + gift vouchers   + memberships * COD, ie, cash on delivery | | Register/terminal |  | * manual * electronic * cleared by operator or by specialist staff at intervals during or at close of trading | | Work environment |  | varies with respect to   * organisation   + size   + type   + location   + complexity   + product/service range * staff   + full-time   + part-time   + casual * trading conditions   + routine   + busy * levels of staffing   + staff shortages |   Evidence guide  The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statements.   |  |  |  | | --- | --- | --- | |  |  |  | | **Critical aspects of evidence to be considered** |  | * Assessment must confirm the ability integrated demonstration of all elements of competency and their performance criteria, in particular the ability to   + consistently operate point of sale equipment according to manufacturer's instructions and organisation's policies and procedures   + consistently apply organisation's policies and procedures in regard to cash handling and point of sale transactions, according to range of variables   + process sales transaction information responsibly and accurately according to organisation's policies and procedures   + process documentation/records responsibly and according to organisation policies and procedures   + reconcile point of sale takings according to organisation's policies and procedures | | **Interdependent assessment of units** |  | * This unit must be assessed after attainment of competency in the following unit(s)   + Nil * This unit must be assessed in conjunction with the following unit(s)   + Nil * For the purpose of integrated assessment, this unit may be assessed in conjunction with the following unit(s)   + Nil | | **Required knowledge and skills** |  | * Required knowledge   + Operational knowledge of organisation's policies and procedures, particularly in regard to     - point of sale handling procedures     - client service     - allocated duties and responsibilities and processing information point of sale operation and balancing     - cash and non-cash transaction security     - cash floats     - change denominations   + Cash and non-cash handling procedures   + The functions and procedures for operating point of sale equipment   + The organisation's range of products and services and product availability   + Basic operational knowledge of relevant legislation and statutory requirements including consumer law and occupational health and safety * Required skills   + Questioning/listening techniques to handle client requests   + Verbal and non verbal communication to deal with clients   + Dealing with different types of transactions   + Product handling techniques   + Literacy skills in regard to written sales and delivery documentation   + Literacy skills in regard to interpreting documentation   + Numeracy skills in regard to     - counting cash     - calculating non-cash transactions     - reporting on takings | | **Resource implications** |  | * Physical resources - assessment of this competency requires access to   + a real or simulated work environment   + appropriate documentation and resources normally used in the workplace   + point of sale equipment in a real or simulated recreation environment   + relevant documentation, including     - financial transaction dockets/slips     - service/stock/inventory/price lists     - sample debit, credit and cash vouchers     - recording/tally sheets   + organisation policy and procedure manual * Human resources - assessment of this competency will require human resources consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) should   + be competent in this unit   + be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area   + have attained the National Competency Standards for Assessment: BSZ401A, BSZ402A and BSZ403A | | **Consistency in performance** |  | * Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range Statements and contexts applicable to the work environment | | **Context for assessment** |  | * This unit of competency must be assessed in the context of community recreation in Australia. For valid and reliable assessment the community recreation activity should closely replicate the work environment. The environment should be safe, with the hazards, circumstances and equipment likely to be encountered in a real workplace * This unit of competence should be assessed through the observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes * Where performance is not directly observed and/or is required to be demonstrated over a "period of time" and/or in a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons | |